

DUTY STATEMENT

GS 907T (REV. 04/02)

SHADED AREA FOR HUMAN RESOURCES ONLY

INSTRUCTIONS: Refer to the Payroll and Personnel Procedures Manual (PPPM) for Duty Statement Instructions.

RPA-

011

EFFECTIVE DATE:

1. DGS OFFICE OR CLIENT AGENCY EMS Authority	POSITION NUMBER (Agency - Unit - Class - Serial)
2. UNIT NAME AND CITY LOCATED EMS Division	3. CLASS TITLE Office Technician (Typing)
4. WORKING HOURS/SCHEDULE TO BE WORKED 8:00 a.m. to 5:00 p.m. (Full-time)	5. SPECIFIC LOCATION ASSIGNED TO Rancho Cordova
6. PROPOSED INCUMBENT (If known)	7. CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 312-900-1139-003

YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.

8. BRIEFLY (1 - 3 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the direction of the Staff Services Manager I and the overall direction of the HPM-II, the incumbent serves as the OT for the EMS Authority's Childcare Training Program and Enforcement Unit. This position is responsible for processing course completion sticker orders, updating the database on training program changes, printing and mailing documents. This position is also responsible for reviewing criminal offender records, abstracting data from those records, and requesting certain court documents and maintaining accurate files.

9. Percentage of time performing duties	10. Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. (Use additional sheet if necessary)
25%	<p>ESSENTIAL FUNCTIONS</p> <p>The incumbent plans, coordinates, oversees, and evaluates all stages and activities required in accordance with department policies and procedures, California Regulations and Statutes, the State Administrative Manual, using Microsoft suite of office products (Word, Excel, PowerPoint, Outlook, Access), My License Office software and other technological and non-technological work tools.</p> <p><u>Childcare Training Program</u></p> <p>The Childcare Training Program OT maintains a database containing specific EMS Authority approved training program information, processes student course completion sticker orders, prepares deposit transmittals, receives incoming mail, and distributes that mail to program staff. The incumbent also provides updates to the EMS Authority's Information Technology Unit to be posted on the web page regarding training programs approved and their approval expiration dates, approvals.</p> <p>In order to ensure prompt response to time sensitive materials, the incumbent shall:</p> <ul style="list-style-type: none"> Review incoming mail to the childcare unit and forward the following items to the appropriate unit staff:

11. SUPERVISOR'S STATEMENT: **I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE**

SUPERVISOR'S NAME (Print) Lisa Witchey	SUPERVISOR'S SIGNATURE	DATE
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12. EMPLOYEE'S STATEMENT: **I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT**

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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	<p>ESSENTIAL FUNCTIONS (Continued)</p> <ul style="list-style-type: none"> • Forward childcare first aid, CPR, and school bus driver first aid training program materials to the first aid and CPR training program analyst and forward preventive health and safety training materials to the preventive health analyst. Incumbent will log the date that the training materials were received and the date the training materials were forwarded to the respective program analyst using Microsoft Access database. • Sort daily mail and: <ul style="list-style-type: none"> ○ Using Microsoft Access database, log in training materials and forward those materials to appropriate analyst for review. ○ File completed childcare first aid, CPR and preventive health and safety training program rosters. ○ Forward any documents pertaining to complaints or investigations to the Preventive Health and Safety Program Analyst. • Process course completion sticker orders, maintain records of sticker sales, log sticker sales and certified mail tracking numbers. • Prepare check transmittals twice per week to coincide with departmental runs to the Department of General Services. • Prepare training program approval certificates for Director's signature. • Update spreadsheet for TPA revenues (sticker sales and program reviews)
15%	<p>In order to maintain accurate training program information the incumbent shall:</p> <ul style="list-style-type: none"> • Maintain and update as necessary a database used for tracking training program information. • Conduct monthly queries of the database to determine which training program approvals will be expiring in 60-days. • Notify, via US Mail, those training programs of their pending approval expiration dates and the requirements to renew their approvals. • Notify, via US Mail, those training programs whose approvals have lapsed that their approval has lapsed and provide written information on how to renew their approval. • Provide the EMS Authority's Information Technology Unit with updated training program information such as training program name, address and expiration dates of their approvals to be posted on the EMS Authority's web page. • Provide semi-annual reports on TPA revenues received and as requested. • Prepare reports on training program submissions for review.
5%	<p>Provide technical assistance by telephone and prepare written responses via e-mail, letter, fax or US mail on issues pertaining to childcare first aid, CPR, preventive health and safety, and school bus driver first aid training programs using appropriate software and in accordance with department policies and procedures in order to ensure compliance with California Statutes and Regulations.</p>
5%	<p>Maintain a minimum one month inventory of childcare first aid, CPR and preventive health and safety course completion stickers. Using established purchasing procedures, order refills of childcare first aid, CPR and preventive health and safety course completion stickers when the inventory reaches less than a two month supply.</p> <p>Performs the following duties to ensure that the receptionist counter has coverage during the regular receptionist is away from the desk due to: breaks and lunch, supply room duties, illness or vacation.</p> <ul style="list-style-type: none"> • Receives and screens phone calls, directs callers to appropriate staff, provides courteous and informative assistance to all visitors and to all telephone callers and complies with security procedures in accordance with office procedures. • Provides assistance to callers regarding public information sources relating to emergency medical services.

	<p>ESSENTIAL FUNCTIONS (Continued)</p> <ul style="list-style-type: none"> • Maintains the reception desk flip-file organizer, ensures that reference materials such as program assignments, frequently asked questions, mail contacts lists, etc. are neat, orderly and complete in order to provide efficient answers to EMSA Staff and Constituents. <p>Opens, sorts, date stamps and distributes incoming US, special delivery and Interagency mail and prepares mail outs for pick up when the regular receptionist is out for the day complying with departmental procedures – ensures accurate and timely delivery of mail to staff. Logs in-coming supplies, ensures completeness and correctness of order following office procedure and notifies appropriate staff of arrival. Filing of various documents.</p> <p><u>Enforcement Unit</u></p> <p>In order to ensure standard and consistent enforcement of EMSA regulations for approximately 60,000 Emergency Medical Technicians (EMTs) and Advanced Emergency Medical Technicians (AEMTs) by 32 Local Emergency Medical Agencies (LEMSAs), and practice efficient and effective efforts to protect the health and safety of the public, the incumbent shall:</p> <ul style="list-style-type: none"> • Download and evaluate Criminal Offender Record Information (CORI) from the Department of Justice (DOJ) secured system for EMTs and Advanced Emergency Medical Technicians (AEMTs) on a daily basis. • Sort the CORI's separating criminal offender records and subsequent arrest records from clear reports. • Notify, via US Mail, those Local Emergency Medical Agencies (LEMSAs)/Certifying Entities that have a reporting CORI notification. • Maintain and update daily a spreadsheet and database with statistical information. • Contact DOJ to follow-up on delayed or missing CORI's. • Maintain files of criminal offender records. <p>20%</p> <p>In order to ensure prompt response to time sensitive materials, the incumbent shall:</p> <ul style="list-style-type: none"> • Review incoming mail to the enforcement unit and forward to the appropriate unit staff member. • Using standard templates print written requests for court documents and mail, fax, or request these documents via phone. • Using standard templates print written requests for offense reports from law enforcement agencies and other investigatory agencies and mail, fax, or request these documents via phone. • Maintain Enforcement Unit intake case files and file closed cases. • Using the department's copier, make copies of case files for investigators • Using standard template language and Microsoft Word software, prepare warning letters for Special Investigators. • Provide technical assistance by telephone • Update Central Registry database with requests for documents or other correspondence. • At the request of the Enforcement Unit's Probation Monitor, make requests to probationers for random drug tests via telephone. • Using Microsoft Excel maintain drug testing spreadsheet to document requests, results of drug tests. • At the request of the Enforcement Unit's Probation Monitor and using standard template language, prepare and mail out of compliance letters to probationers. <p>5%</p> <p>MARGINAL FUNCTIONS</p> <p>In the absence of the regular courier, performs department courier/messenger services on an as needed basis as directed by staff via taxi-cab in order to pick up and deliver critical and at times confidential personnel, business services, budget and/or finance documents to/from state agencies and vendors.</p>
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KNOWLEDGE AND ABILITIES

Knowledge of: Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.

Ability to: Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules, and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance.

SPECIAL PERSONNAL REQUIREMENTS

During emergency operations, may be required to work in EMSA's Departmental Operations Center, other governmental Emergency Operations Centers or in EMSA's field Mission Support Team to provide assistance in emergency response and recovery activities. Staff is required to complete emergency management and Incident Command System (ICS) training based on their respective roles in a response and participates in periodic departmental and statewide readiness drills and exercises. Candidates will need to complete a criminal background check.

Under these emergency operations, staff need to work effectively and cooperatively under stressful conditions with short lead times; work weekends, holidays, extended and rotating shifts (day/night); and may be required to travel statewide for extended periods of time and on short notice.

DESIRABLE QUALIFICATIONS

- Handle sensitive and confidential assignments with tact and diplomacy.
- A demonstrated interest in assuming increasing responsibility; mature judgment; loyalty; poise; tact; and discretion.
- Work effectively, both independently and as a team member.
- Positive attitude.
- Extensive knowledge in Microsoft Office, Word, Excel and Access.
- Dependability and excellent attendance record.
- Excellent organizational skills.
- Excellent telephone techniques and customer services skills.
- Ability to be flexible and re-prioritize assignments as directed.

SPECIAL REQUIREMENT

Ability to: Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

SPECIAL PERSONAL CHARACTERISTIC

A demonstrated interest in assuming increasing responsibility.

WORK ENVIRONMENT, MENTAL AND PHYSICAL ABILITIES

- Office environment, business dress for a professional office.
- Present self professionally.
- Ability to effectively handle stress, multiple tasks and tight deadlines calmly and efficiently.
- Ability to communicate confidently and courteously with people of different backgrounds, different ethnic origins, and different personality types; with the general public, private sector professionals and people of various level of responsibility within state, local and the federal government.

	<p>WORK ENVIRONMENT, MENTAL AND PHYSICAL ABILITIES (Continued)</p> <ul style="list-style-type: none">• Ability to consistently exercise good judgment and effective communication skills.• Ability to sit in a normal seated position for extended periods of time.• Ability to use a computer.
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